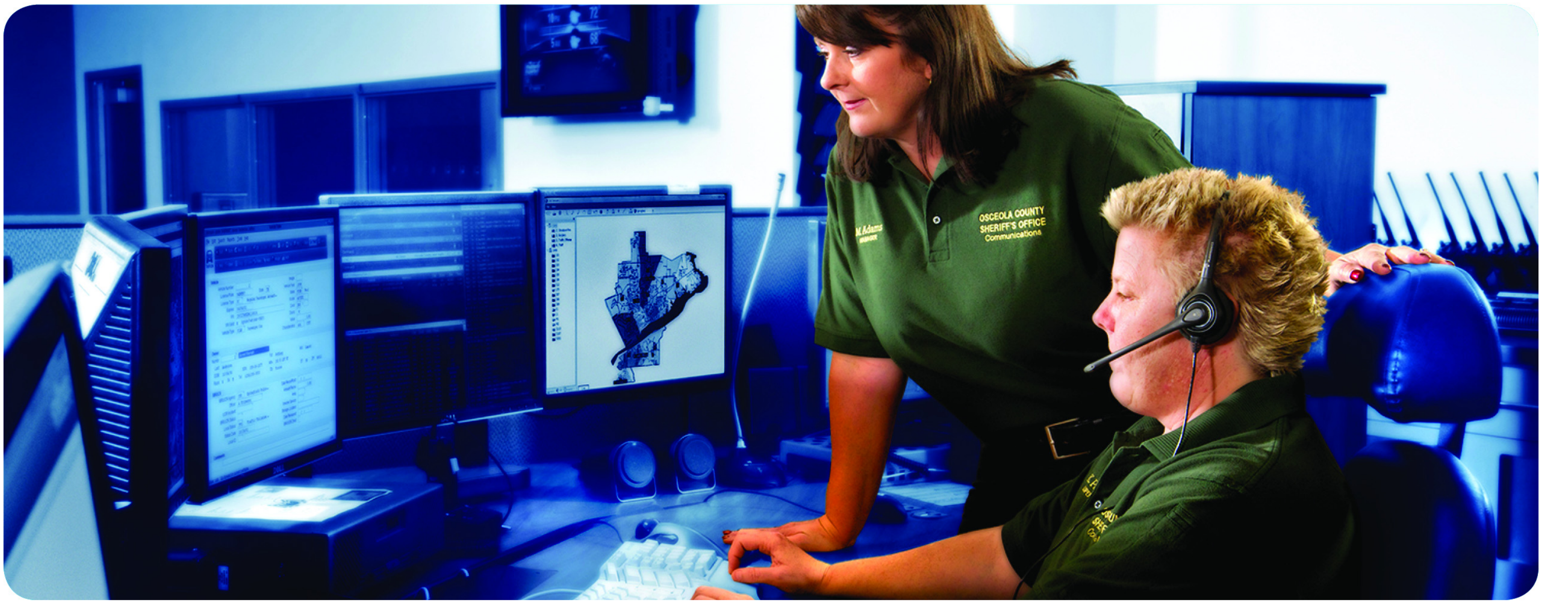

EMS Records Management Manual

spillman®
technologies, inc.
reliable innovation

Spillman® Public Safety Software

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Notice

Table of Contents

Preface

Welcome to the *EMS Records Management Manual*. This manual provides information for users on how to use the EMS Records Management module, and for administrators on how to set up and maintain the module for their agency.

The EMS Records Management module is available to Spillman Flex.

Other manuals

The *RMS User Manual* provides information about the basic features of the software, including how to start and exit, navigate, use screens, search, print, and run reports. The *RMS User Manual* also explains how to use the Hub module, which comprises the tables used by most users.

The *Application Setup and Maintenance Manual* provides information for the Spillman Application Administrator (SAA) at your agency, including procedures for installing and maintaining the software. The *Code Table Setup and Maintenance Manual* provides information for adding and maintaining your agency's code tables. The *Security Setup and Maintenance Manual* provides information for protecting your agency's system and setting up system privileges.

Windows basics

Before using the software, be familiar with the standard features of Microsoft® Windows®. At a minimum, know how to do the following:

- Use a mouse or keyboard to perform basic tasks, such as choosing menu options and buttons
- Work with windows, such as selecting, minimizing, restoring, maximizing, sizing, scrolling, closing, and so forth
- Work with dialog boxes

If these tasks are unfamiliar, then refer to your Windows online documentation or complete an online Windows tour.

Conventions

When using this manual, note the following conventions.

Convention	Meaning/Use	Examples
bold	Used for names of options, buttons, fields, and other items that appear on the screen.	**OK** is a button on the screen. Click **OK**, or press Enter.
angle bracket (>) between items	Shows the menu option(s) that must be selected, in sequence, to get to a specific option.	From the Start menu, select **All Programs** > **Spillman** > **Spillman Mobile**.
plus sign (+) between keys	Used for keys that are pressed at the same time. Hold down the first key, and then press the other key(s). When a keystroke is available for a mouse action, both the mouse action and the keystroke are presented.	Press Ctrl+E. Click **Close**, or press Ctrl+F4.
comma (,) between keys	Used for keys that are pressed in sequence. Press and release each key, in the order shown.	Press Alt, F, O to open the File Options dialog box.
`Courier font`	Used for displayed text. Used for table names.	The software prompts: `Are you sure you want to delete this record?` Open the Names table (`nmmain`).
`bold Courier font`	Used for information you enter.	Enter the street address, such as **`401 W Sycamore St`**.
italics	Used for emphasis. Used for variable information you supply.	Enter the date, using the *mm/dd/yyyy* format.

The following boxes indicate special information.

NOTE

Notes call attention to information that is of particular importance or that varies depending on a particular condition, such as the way your Spillman Application Administrator (SAA) has configured the software.

TIP

Tips present recommendations, optional actions, and additional ways to perform specific tasks.

CAUTION

Cautions point out actions that might endanger your data or its integrity (usefulness) or cause other problems later.

Features on your computer depend on your software version, modules, and privileges. Actual screens on your computer might vary from the example screens shown in this manual. However, any differences are minor and do not affect the tasks being described.

To find more manuals, visit MySpillman or the Spillman Knowledgebase.

Pre

Chapter 1

User Information

Introduction

The EMS Records Management module provides the means to efficiently handle EMS incident reporting, patient treatment and insurance information, the assignment of officers to units, and the assignment of units to shifts.

This module also provides an EMS Reports menu to help you compile and analyze information.

> **NOTE**
>
> Your individual software security clearance, as established by your Spillman Application Administrator (SAA) might prevent you from accessing some of the programs, tables, options, and reports described in this manual.

Screens and menus in EMS Records Management

This section describes the screens and menus used by the EMS Records Management module.

EMS Incident screen

EMS Incident records contain the nature of the incident, complainant information, condition codes, times, disposition, and other basic incident information. In addition, the EMS Incident screen provides space for entering full text narratives. If your SAA has created application cue cards (narrative outlines) for EMS, you can choose from a list of narrative outlines to ensure that your narratives contain the necessary information.

The EMS Incident table is linked to the Computer-Aided Dispatch (CAD) module. Therefore, if your agency uses CAD, the software automatically adds an EMS Incident record each time a dispatcher adds an EMS Call record. The software copies call information into the EMS Incident record automatically.

In addition, from each EMS Incident record, you can click the **Rlog** button to quickly view any CAD radio log entries associated with that incident. You can also click the **Prt** button and choose the appropriate format for printing radio log entries for an EMS incident.

You can link related records—including Name records for the complainant and victims, Vehicle records for suspect vehicles, Property records for stolen property, and Arrest records—to an EMS Incident record.

EMS Patient Treatment screen

From any EMS Incident record, you can access the EMS Patient Treatment screen (`epatient`) and enter patient, transport, and medical assessment information. You can also enter information about medication, medical supplies, and treatments.

The EMS Patient Treatment screen also lets you record treatment costs and print billing sheets.

Patient Insurance Information screen

You can access the Patient Insurance Information screen (`insinfo`) from the EMS Patient Treatment screen. The Patient Insurance Information screen lets you record the insurance subscriber, responsible party, and detailed insurance policy information.

Units screen

The Units screen (`cdunit`) allows you, or perhaps the Spillman Application Administrator (SAA) at your agency, to add a record for each unit. In each Unit record, you specify the unit number, type, kind, agency, zone, station, and shift. You can also enter the names of officers assigned to the unit, their status, the date and time of status changes, and comments.

Assign Officers to Units screen

The Assign Officers to Units screen (`updquo`) allows you or perhaps your SAA to assign officers to units without modifying the information contained in the Units table. From the Assign Officers to Units screen, you can access the information contained in the Units table and then add officer assignments.

Assign Units to Shifts screen

The Assign Units to Shifts screen (`updsu`) allows you or perhaps your SAA to place units on a shift roster. In the Assign Units to Shifts screen, you can assign individual units to a shift, remove individual units from a shift, or remove all units from a shift.

EMS Incident Reports menu

The EMS Reports menu contains programs that let you condense information into concise, easy-to-read reports. See "Generating EMS Incident Reports" on page 61 for detailed information on the available reports and report formats.

Adding EMS Incident Records

If your agency uses the CAD module, the EMS Incident table interacts with CAD. Each time you use CAD to add an EMS call, a record is added in the EMS Incident table.

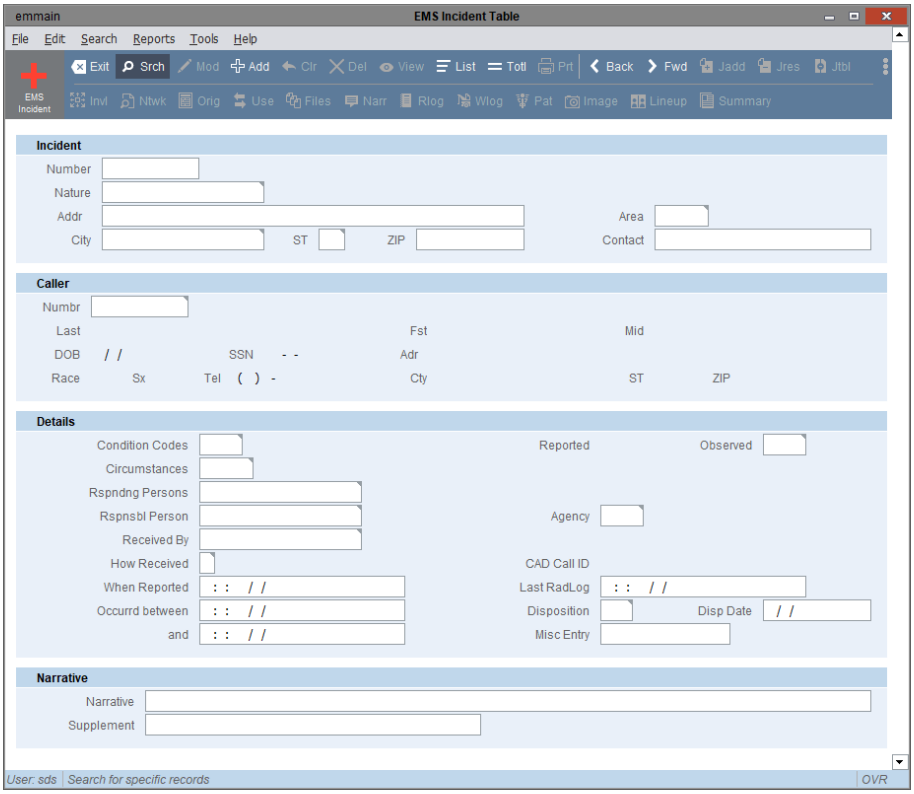
You can also add EMS Incident records directly into the EMS Incident table and then access these records from CAD. When you add an EMS Incident record, you either add Name records for the complainant and other persons involved with the incident or you use existing Name records. Similarly, you add or use Vehicle and Property records for any vehicles and property involved in the incident. The software uses system involvements to link the EMS Incident record with the records in the Names, Vehicle, and Property tables.

If your agency uses the CAD module, the **Rlog** button allows you to view CAD radio log entries connected to the incident. See "Viewing, Printing, and Adding Radio Log Entries" on page 24.

To add an EMS Incident record:

1. From the Main menu, open the EMS Records menu and select **EMS Incidents Table**. You can also enter `ems` at the command line.

The EMS Incident screen appears.



2. Click the **Add** button.
3. Enter information in the fields on the EMS Incident screen. See “Fields on the EMS Incident screen” on page 15 for details.
4. As you add each EMS Incident record, you can also use the **Rlog**, **Wlog**, and **Pat** buttons to add additional information related to the incident. You can click the following toolbar buttons:
   - **Rlog** (Radio Log detail screen)
   - **Wlog** (Wrecker History screen)
   - **Pat** (Patient detail screen)
5. After you finish entering information, click **Accept** (Alt+A).

Fields on the EMS Incident screen

The EMS Incident screen contains the following fields.

Incident Number

The **Incident Number** field contains the software-generated EMS Incident record number that is unique to this EMS Incident record.

You can change the EMS incident number when adding the record. To do this, use the Up Arrow and Down Arrow keys to move to the **Incident Number** field and enter a number not already in use by an EMS Incident record. You can modify an incident number only if the EMS Incident record is not referenced anywhere else in the software.

Nature

Enter the nature of the incident (for example, **`Heart Problem`**). You can click the Lookup button (Ctrl+E) and select the nature from the lookup list. If your agency uses the CAD module for incidents generated through CAD calls, the software automatically enters the nature of incident.

Address Indicator

The **Address Indicator** field is an unlabeled field that appears between the **Address** field description and the street address. This field is used only if your agency maintains a geobase. Normally, the **Address Indicator** field displays an equal sign (=) if the address is geobased or a colon (`:`) if the address is not geobased. For more information, see the *RMS User Manual*.

Addr

If your agency uses the CAD module, the software automatically enters the address, city, and state for incidents generated through CAD calls.

If you are not using CAD, enter the address where the incident occurred. If your agency maintains a geobase, the software performs a search to find the address in the geobase, alerting you if the address does not exist. For more information, see the in the *RMS User Manual*.

Address Alert

The **Address Alert** field is an unlabeled field that follows the street address. This field is used only if your agency maintains a geobase. If any alerts exist for the address, this field displays the first address alert code. A plus sign (+) following the alert indicates that multiple alerts exist. To view all the alerts, click the **View** button or press V and then Enter. At the prompt, type the number of the **Address Alerts** field and click **OK** or press ENTER.

For more information, see the *RMS User Manual*.

`City`

Enter the city in which the incident took place. You can click the Lookup button (Ctrl+E) and select the city from the lookup list. If your agency maintains a geobase, the software automatically fills in the city when you enter a valid geobase address in the **Address** field.

`ST`

Enter the state in which the incident occurred. You can click the Lookup button (Ctrl+E) and select the state from the lookup list. If you enter a valid city code in the **City** field, the software automatically fills in the state.

`Zip`

Enter the postal ZIP Code. The last four characters are optional. The software might enter the ZIP Code for you when you enter a valid city code in the **City** field.

`Area`

The **Area** field contains the code for the geographical area in which this incident occurred.

If your agency uses the CAD module and maintains a geobase, the software enters the location for any incident generated through a CAD call.

If you use CAD but do not maintain a geobase, the data from the **Zone** field in the CAD call might appear in this field, depending on how your SAA has set up your software.

`Contact`

If your agency uses the CAD module, the software automatically enters the contact name for incidents generated through CAD calls.

If you do not use CAD, enter the name of the person to be contacted upon arriving at the scene. If the complainant is a business, you can enter the name of the person reporting the incident.

`Complainant (ID)`

If your agency uses the CAD module, the software automatically enters complainant information for any incident generated through a CAD call.

If you do not use CAD, enter the record number of the complainant’s Name record. If you do not know the record number, click the Lookup button (Ctrl+E) to open the Names table and search for the correct record. After you

find or add the desired Name record and that record appears on the screen, click the **Use** button. The software returns you to the EMS Incident screen and enters the complainant information.

Complainant (name block)

When you enter the name number in the **Complainant ID** field, the software fills in the **Complainant** block with information from the complainant's Name record. The fields in the name block are display-only (except in **Srch** mode).

If your agency maintains a geobase and the address is geobased, an equal sign (=) appears in the name block's **Address Indicator** field, which precedes the street address. If your agency maintains a geobase and an address alert exists for the complainant's address, the alert appears in the field that follows the street address. For more information, see the *RMS User Manual*.

Condition Codes

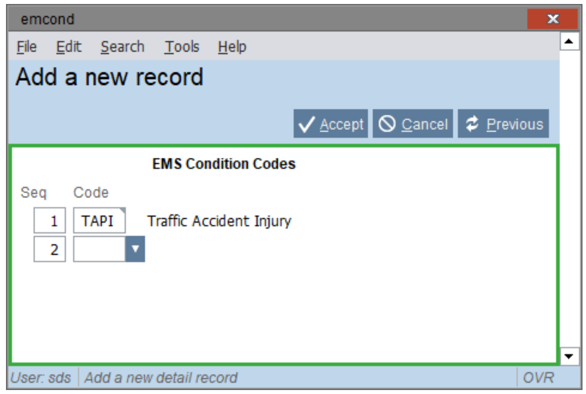
The **Condition Codes** detail field lets you enter all condition codes associated with the EMS incident. If your agency uses the CAD module, the software enters a condition codeEMS Records Management ManualEMS Records Management Manual for any incident generated through a CAD call.

You can add one condition code without opening the detail window. The EMS Incident screen displays the first five condition codes. If additional condition codes exist, a plus sign (+) appears after the fifth **Condition Codes** field. To view all the Conditional Codes detail records, select **View** and enter the number of the **Condition Codes** field.

To add multiple condition codes:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

The software assigns a sequence number and places the cursor in the **Code** field.



3. Enter a code, such as **`CARD`** for cardiac arrest. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.
4. Click **Accept** (Alt+A) to save the EMS Condition Codes detail record.
5. Repeat steps 2–4 to add as many detail records as required.
6. Select **Exit** to close the detail window.

Reported

If your agency uses the CAD module, the software enters the condition code as first recorded in the **Reported** field of the originating Call record.

If your agency does not use the CAD module, the software skips the **Reported** field.

Observed

In the **Observed** field, enter the condition code as observed by the officer dispatched as the officer responsible for handling the incident. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

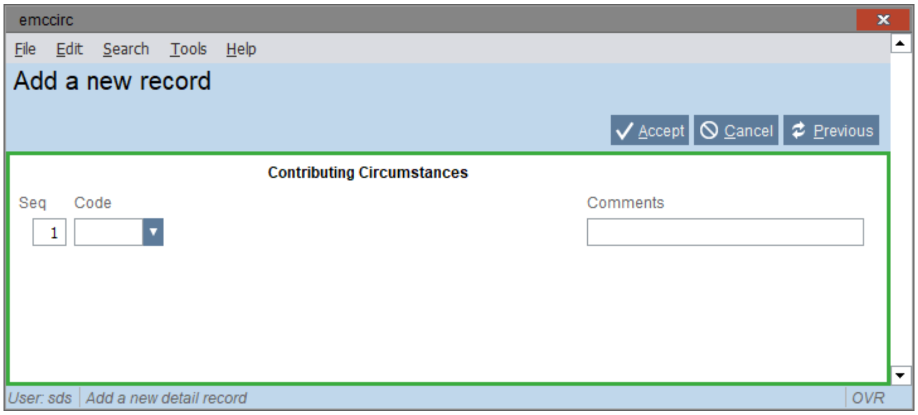
Circumstances

You can enter one circumstance code in the **Circumstances** field without opening the Circumstance detail window. The EMS Incident screen displays the first 10 circumstances codes. If additional circumstances codes exist, a plus sign (+) appears after the tenth **Circumstances** field. To view all the Circumstances detail records, click **View** and enter the number of the **Circumstances** field.

To add multiple circumstances codes:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

   The software assigns a sequence number and places the cursor in the **Code** field.



3. Enter a code for the circumstance. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.
4. In the **Comments** field, enter up to 20 characters of comments related to each circumstance.
5. Click **Accept** (Alt+A) to save the Contributing Circumstances detail record.
6. Repeat steps 2–5 to add as many detail records as required.
7. Select **Exit** to close the detail window.

Respndg Persons

If your agency uses the CAD module, the software determines the responding officers from the units dispatched to the scene. You can change the responding officers if necessary.

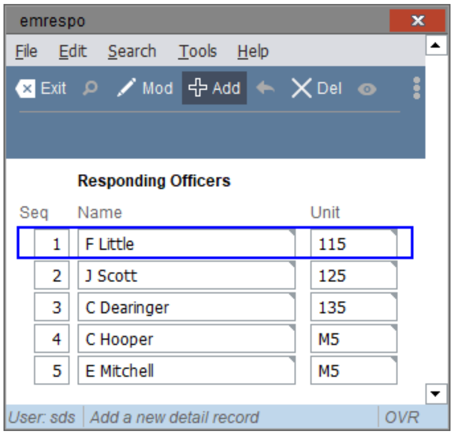
If you do not use the CAD module, enter the names or codes of the officers responding to the incident. When you enter an officer’s name or code, the detail window displays the officer’s unit.

You can add one officer without opening the detail window. The EMS Incident screen displays the first three responding officer codes. If additional responding officer codes exist, a plus sign (+) appears after the third **Rspndg Persons** field. To view all the Responding Persons detail records, select **View** and enter the number of the **Rspndg Persons** field.

To add multiple responding officers:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

   The software assigns a sequence number and places the cursor in the **Name** field.



3. Enter a name or name code. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.
4. The software fills in the **Unit** field based on the name you enter. If necessary, you can click the Lookup button (Ctrl+E) and select a different unit from a list.
5. Click **Accept** (Alt+A) to save the Responding Officers detail record.
6. Repeat steps 2–5 to add as many detail records as required.
7. Select **Exit** to close the detail window.

Rspnsbl Officer

If your agency uses the CAD module, the software determines the responsible officer from the dispatched units.

If you do not use the CAD module, enter the name of the officer in charge of dealing with the incident. You can click the Lookup button (Ctrl+E) and select an officer from a list.

Agency

The software enters the appropriate agency based on the responsible officer. To change the agency, you can click the Lookup button (Ctrl+E) and select a different agency from a list of valid codes.

`Received By`

The **Received By** field identifies the person who received the call. When you add an EMS Incident record, this field contains the name of the person logged onto the workstation. You can change the entry from this default value as necessary.

`How Received`

If your agency uses the CAD module, the software enters the How Received code according to the originating CAD Call record.

If you do not use the CAD module, enter the method in which the agency was notified of the incident. You can click the Lookup button (Ctrl+E) and select from a list of valid codes. The default code depends on how your SAA set up the software.

`CAD Call ID`

If your agency uses the CAD module, you can view the complete CAD Call record associated with this incident by clicking **View** or by pressing V and then Enter. At the prompt, type the number of the **CAD Call ID** field and click **OK** or press Enter.

`When Reported`

The **When Reported** field contains the time and date the incident was reported—by default, the current time and date. You can type over this information if necessary, but you cannot enter a future time-date.

`Occurrd between... and...`

Both sections of the **Occurred Between** field contain the current date and time. You can type over this information, if necessary, to indicate the period of time within which the incident occurred. After you enter the beginning time and date, press Enter to move to the second section of the **Occurred Between** field.

`Last RadLog`

The **Last RadLog** detail field displays the time, date, and status of the last radio log entry for this incident. Click the **Detail** button (Ctrl+N) to access the full set of radio log records connected with this incident. From the Radio Log screen, you can view, add, modify, and print radio log entries, as necessary,

depending upon your security clearance. Select **Exit** to return from the Radio Log screen to the EMS Incident screen. For more information, refer to the "Viewing, Printing, and Adding Radio Log Entries" on page 24.

`Disposition`

The **Disposition** field contains the code for the disposition of the EMS incident, for example, `ACT` for Active, `AMB` for Ambulance Service Provided, or `UNF` for Unfounded. The default entry is `ACT`. You can type over the default entry when the disposition changes.

`Disp Date`

The **Disp Date** field contains the date that the current disposition of the EMS incident was declared. When you change the disposition, the software enters the current date. You can type over this date if necessary.

`Misc Entry`

Your agency might designate specific information to enter in the **Misc Entry** field. Check your agency's policy.

`Narrative`

Enter the complete narrative for the EMS incident. The first line of the narrative appears on the EMS Incident screen. You can click **Editor** (Ctrl+E) to open the text editor. Refer to "Adding an incident's main narrative" on page 29 for more information.

`Supplement`

In the **Supplement** field, you can add any number of supplemental, or follow-up, narratives. The first line of the first two supplemental narratives appears on the EMS Incident screen. A plus sign (+) following the second **Supplement** field indicates that more than two supplemental narratives exist.

For information on adding supplemental narratives, see "Adding a supplemental narrative" on page 31.

Viewing, Printing, and Adding Radio Log Entries

The **Last Radlog** field on the EMS Incident screen leads to the Radio Log table and all radio log entries associated with the current EMS incident.

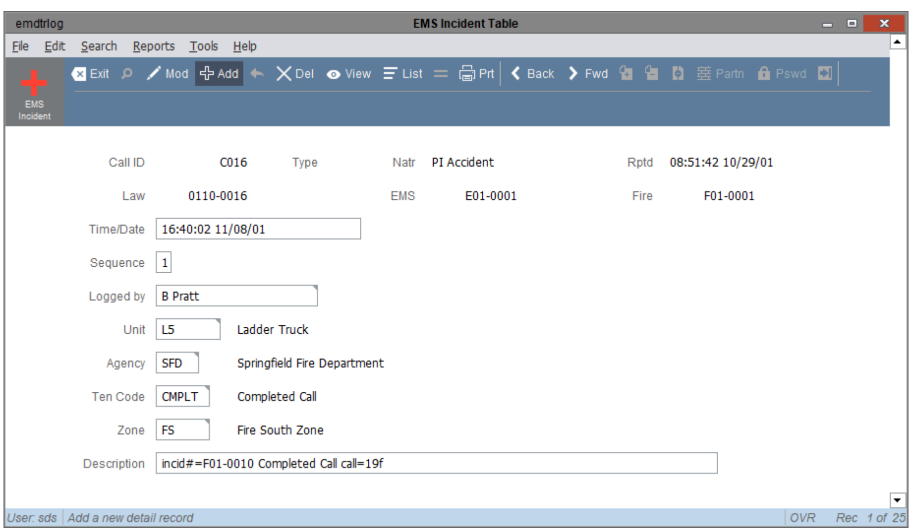
Viewing radio logs

To view radio logs for an EMS Incident record:

1. Open the EMS Incident record for which you want to view radio log information.
2. To open the Radio Log screen, do one of the following:
   – Click the **Rlog** button.
   – Click the **Last Radlog** field.

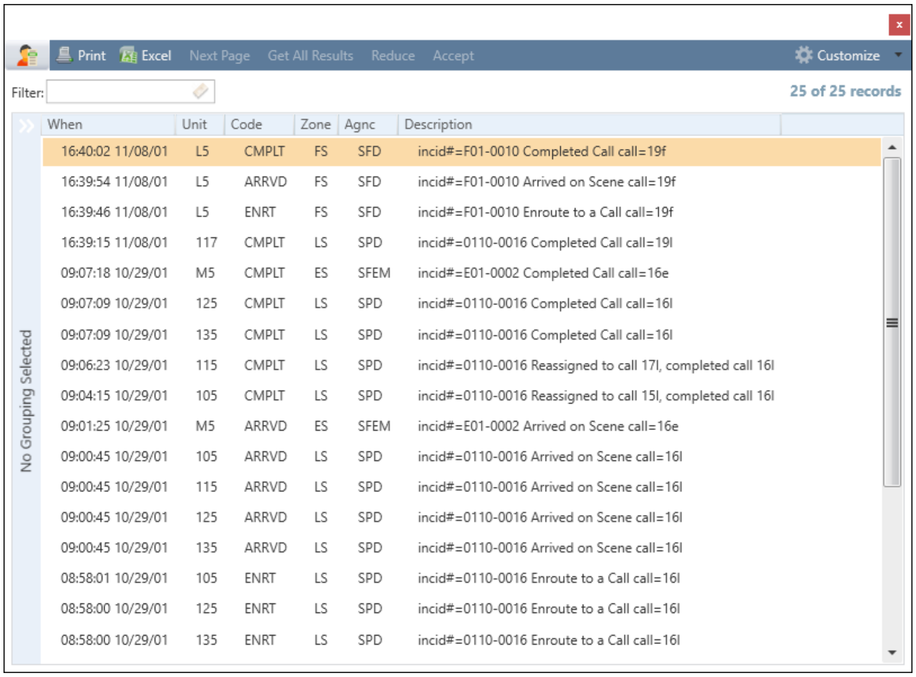
> **NOTE**
>
> If no radio logs exist, the software moves into **Add** mode. If you do not have privileges to add radio logs and you click the **Rlog** button or the **Last Radlog** field, the software displays `Access not allowed`.

The software opens the Radio Log screen and displays the first radio log record for the incident. The upper-right corner of the screen displays the number of radio logs that exist for this incident. For example, the following record is the first of 25 records.



3. Click the Down Arrow key to move forward through the radio log records. To go backward through the list, use the Up Arrow key.

   To view a list of all the radio logs for this EMS Incident record, you can click the **List** button or type **L** and press Enter. A list appears from which you can select the radio log for which you are searching.



Fields on the Radio Log screen

The Radio Log screen contains the following fields.

`Call ID`

If you are using CAD, the **Call ID** field displays the identification number of the CAD call.

`Type`

The **Type** field displays the code for the type of call: **l**=law, **f**=fire, **e**=emergency unit, **m**=miscellaneous.

`Natr`

The **Natr** field displays the nature of the incident.

`Rptd`

The **Rptd** field displays the time and date the incident was reported.

`Incidents: Law`

This field displays the record number of the associated incident, if the call is a law call.

`Incidents: EMS`

This field displays the record number of the associated incident, if the call is an EMS call.

`Incidents: Fire`

This field displays the record number of the associated incident, if the call is a Fire call.

`Time/Date`

The **Time/Date** field displays the time and date of the radio log entry.

`Sequence`

The **Sequence** field displays the sequence number of a radio log entry.

For example, suppose you enter a radio log description that is longer than 80 characters. Because the **Description** field can record only 80 characters per sequence, the software must create a new sequence for each additional 80 characters in the description. The software numbers each sequence and displays the number in the **Sequence** field.

`Logged by`

The software displays the name of the person who entered the radio log information. If you add a record, the software enters your login name.

`Unit`

The **Unit** field displays the code number for the unit associated with the entry.

`Agency`

When you enter the unit's code number in the **Unit** field, the software enters that unit's agency in the **Agency** field.

`Ten Code`

The software displays the ten-code associated with the radio log entry.

`Zone`

The software displays the dispatch zone in which the incident occurred.

`Description`

The software displays the purpose of the radio log entry. This field can include the call number, the incident number, the status, or applicable comments.

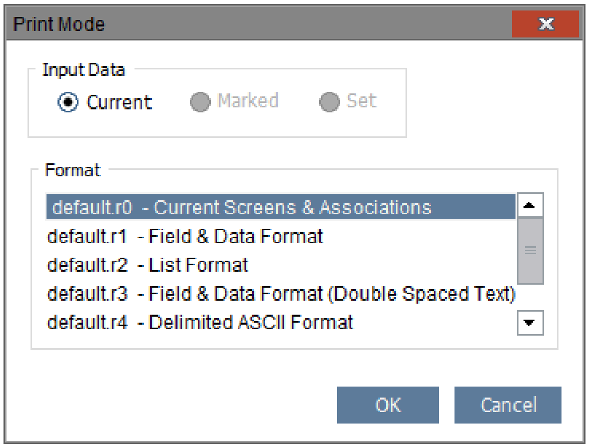
Printing radio logs

To print a radio log:

1. In the EMS Incident table, search for the record for which you want to print a radio log.
2. With the correct record displayed, click the **Rlog** button from the toolbar.

   The first radio log for the record you selected appears. To select a different radio log, use the **Back** and **Fwd** buttons or click the **List** button from the toolbar and then select the correct radio log from the displayed list.
3. With the correct radio log displayed, click the **Prt** button.

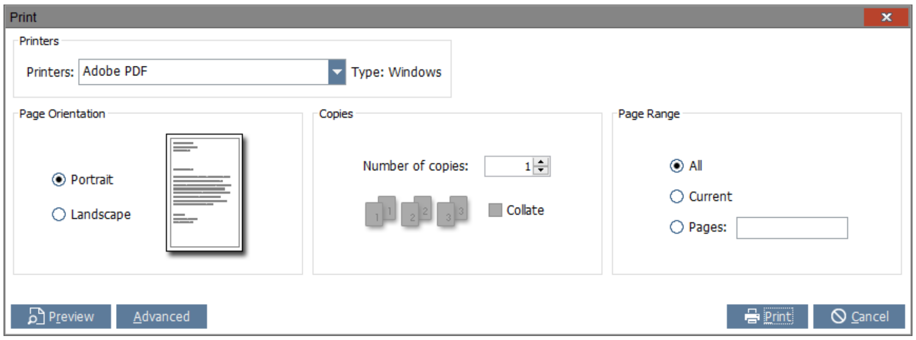
   The Print Mode dialog box appears.



> **NOTE**
>
> Because you can display and print only one radio log at a time, **Current** is selected by default when you open the **Print Mode** dialog box.

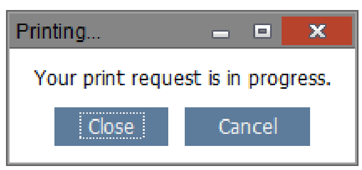
4. In the **Format** area, select the format in which print the radio log.
5. Click **OK**.

   The **Print** dialog box appears.



6. Set your printing options. See the *RMS User Manual* for more information.
7. Click **Print** (Alt+P).

   The following dialog box appears.



   After processing the information, the dialog box is removed and the information is sent to the selected destination. To close the dialog box before the information is processed, click **Close** or press Enter. To cancel the print request, click **Cancel**. (If you click **Cancel**, the software notifies you that the print job has been canceled.)

Adding radio log entries

If your agency does not use CAD and you wish to track response time statistics, you can add radio log entries directly from the Radio Log screen. The software enters the CAD Call ID, the incident number, and the time-date for you.

Adding, Viewing, and Modifying EMS Incident Narratives

You can view and modify an incident's main narrative and its supplemental narratives.

> **NOTE**
>
> If you access a narrative from one PC, make sure that you completely exit the record before accessing it from another PC. Otherwise, you cannot save any modifications/additions you make at the second PC.

Adding an incident's main narrative

To add the main narrative for an incident:

1. Display the EMS Incident record.
2. Type the supplemental narrative into the **Narrative** field. (If you cannot access the **Narrative** field to add or modify information, you do not have Add or Modify privileges.)

   You can click **Editor** (Ctrl+E) to open the text editor. If your agency has defined outlines (cue cards) for supplemental narratives, the software displays a list of outlines from which to choose. Select the desired outline, and press Enter. The software opens the editor and displays the prompts that are appropriate for the selected outline. After you type your narrative, click **Accept** (Alt+A) to close the editor.

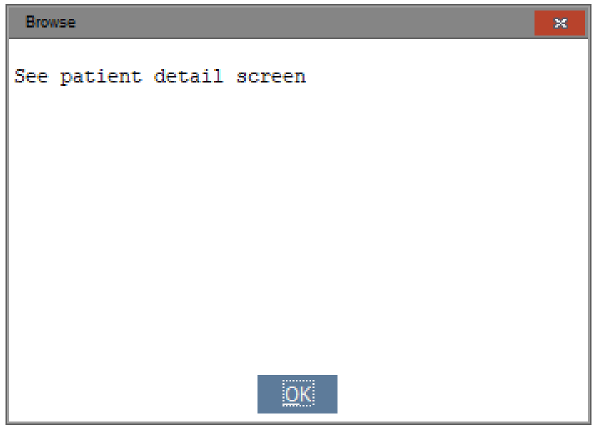
   For more information, see the *RMS User Manual* for additional instructions on working with the text editor.
3. Click **Accept** (Alt+A) to save the changed EMS Incident record.

Viewing an incident's main narrative

To view all of an EMS incident's main narrative:

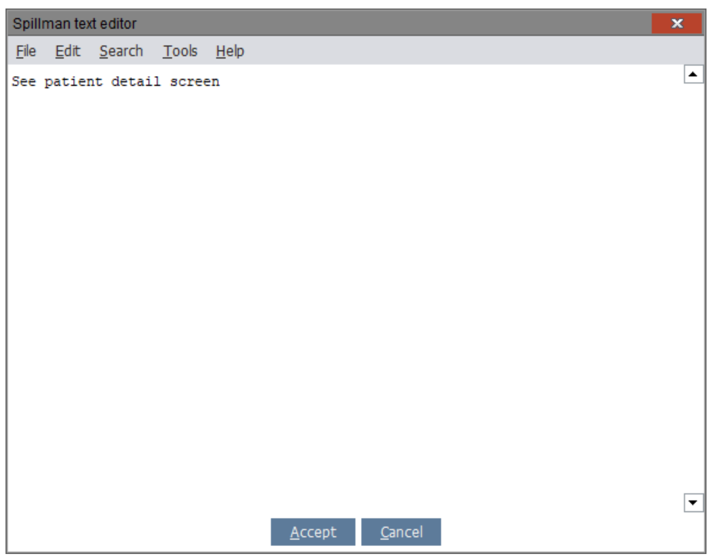
1. Display the EMS Incident record.

2. To read the contents of the narrative, do one of the following:
   - Click the **Narr** button. The software opens a display-only window containing the contents of the narrative.

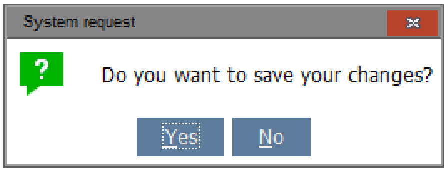


To exit the window, click **OK** or press Enter.

   - Click the **Narrative** field. The software opens the text editor and displays the narrative.



To exit the window, click **Accept** (Alt+A). If you click **Cancel**, the following dialog box appears.



Select **Yes** or **No** to close the dialog box.

Modifying an incident's main narrative

To modify an EMS incident's main narrative:

1. Display the EMS Incident record.
2. Click the **Mod** button.
3. At the **Narrative** field, click **Editor** (Ctrl+E) to open the text editor. (If you cannot access the **Narrative** field to add or modify information, you do not have Add or Modify privileges.)
4. Make the necessary changes. See the *RMS User Manual* for additional instructions on working with the text editor.
5. Click **Accept** (Alt+A) to close the editor.
6. Click **Accept** (Alt+A) to save the changed EMS Incident record.

Adding a supplemental narrative

From the EMS Incident screen you can add an unlimited number of supplemental narratives for witness statements and other follow-up events. The method you use to add a supplemental narrative depends on the number of records you want to enter and whether you want to record information in the **Name** and **Date** fields.

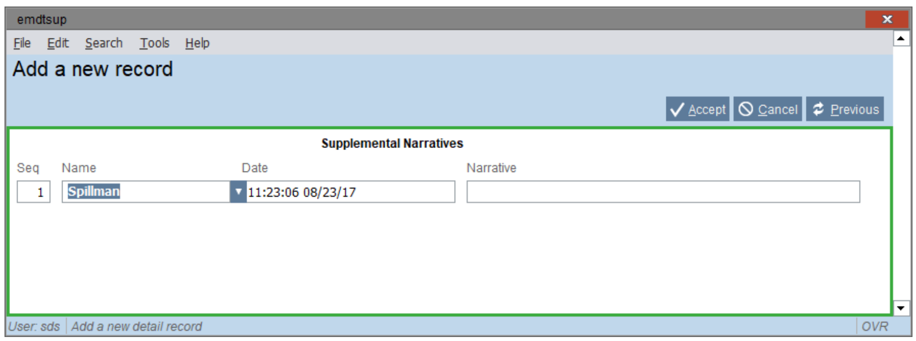
If you are adding a single narrative and you do *not* want to record **Name** and **Date** information, click **Editor** (Ctrl+E) at the **Supplement** field to open the text editor. If your agency has defined outlines for supplemental narratives, the software displays a list of outlines from which to choose. Type the narrative in the text editor. When you finish, click **Accept** (Alt+A). The software returns you to the EMS Incident screen and the **Supplement** field displays the first line of the narrative.

If you are adding multiple narratives or you are adding a single narrative and you want to record **Name** and **Date** information, follow this procedure:

1. At the **Supplement** field, click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

   The software assigns a sequence number and enters the name of the current user in the **Name** field. You can click the Lookup button and select a different name, if necessary.

   The software also enters the current time and date in the **Date** field. You can type over this information, if necessary. Clicking the Time button (Ctrl+T) enters the current time and date.



3. Type the supplemental narrative into the **Narrative** field. You can click **Editor** (Ctrl+E) to open the text editor. If your agency has defined outlines for supplemental narratives, the software displays a list of outlines from which to choose.
4. Click **Accept** (Alt+A) to save the narrative.
5. Repeat steps 2–4 to enter additional supplemental narratives as needed.
6. Select **Exit** to close the detail window.
7. After adding the supplemental narratives, click **Accept** (Alt+A) to save the modified EMS Incident record.

If desired, you can restrict access to supplemental narratives. (See “Protecting narratives” on page 34.)

NOTE

See also “Adding EMS Supplemental Narratives at the Same Time as Another User” on page 36.

Viewing an incident's supplemental narratives

To view an EMS incident's supplemental narratives:

1. Display the EMS Incident record.
2. Click the **View** button.
3. In the dialog box that appears, type the number of the **Supplement** field.
4. Click **OK** or press Enter to open the Supplemental Narratives detail window.
5. Highlight the narrative that you want to view, and press Enter.
6. After you view the narrative, click **OK** to return to the Supplemental Narratives detail window.

Modifying an incident's supplemental narratives

To modify an EMS incident's supplemental narratives:

1. Display the EMS Incident record.
2. Click the **Mod** button.
3. At the **Supplement** field, click **Detail** (Ctrl+N). (If you cannot access the Supplemental Narratives detail window to add or modify information, you do not have Add or Modify privileges.)
4. In the detail window, highlight the narrative (detail record) that you want to modify and click the **Mod** button.
5. Make the necessary changes. At the **Narrative** field, you can click **Editor** (Ctrl+E) to open the text editor.
6. Exit the editor, and click **Accept** (Alt+A) to save your changes.
7. Select **Exit** to close the detail window.
8. Click **Accept** (Alt+A) to save the changed EMS Incident record.

Changing the order of supplemental narratives

To change the order of an incident's supplemental narratives, simply modify the sequence number(s) of one or more narratives and then press Ctrl+R to resequence the narratives. If numbers in the sequence are missing, the incident probably has hidden narratives that you do not have privileges to see.

Protecting narratives

With proper security privileges, you can protect narratives. For example, if you are in charge of an incident, you might want to protect the narrative from changes after the case is closed.

Because you can access the main narrative from the EMS Narrative screen and the EMS Incident record, you can protect it both places:

- From the EMS Narrative screen (`emnarr`), you can use the **Pswd** or **Partn** option to protect the entire record.
- From the EMS Incident record, the Spillman Application Administrator (SAA) can protect the narrative, using field security.

Protecting the narrative in one place also protects it from being accessed in the other place.

Similarly, you can protect supplemental narratives from the EMS Supplemental Narratives screen and the Supplemental Narratives detail window in the EMS Incident record:

- From the EMS Supplemental Narratives screen (`emsupl`), you can use the **Pswd** and **Partn** options.
- From the EMS Incident record, you can click the **Detail** button (Ctrl+N) at the **Supplement** field. The software opens the Supplemental Narratives detail window. Use the **Pswd** or **Partn** option there. Note that an access password chosen in the detail window is valid only while you are in that window.

> **NOTE**
>
> See the **Pswd** and **Partn** options in the *RMS User Manual* for more information.

Adding Involvements to EMS Incidents

For some EMS incidents, you might want to add involvements. To add involvements:

1. Display the EMS Incident record.
2. Click the **Invl** button to access the Involvements screen.
3. Click the **Add** button, and add the involvements. For more detailed instructions on adding involvements, see the *RMS User Manual*.
4. Click **Exit** to exit the Involvements screen and return to the EMS Incident record.

Adding EMS Supplemental Narratives at the Same Time as Another User

The EMS Supplemental Narratives program lets you enter any number of supplemental narratives for an EMS incident. For example, in addition to the initial narrative for an incident, you might want to add supplemental narratives for multiple witness statements.

You can add a supplemental narrative at the EMS Supplemental Narratives screen while someone else is adding a supplemental narrative for the same record at the EMS Incident screen.

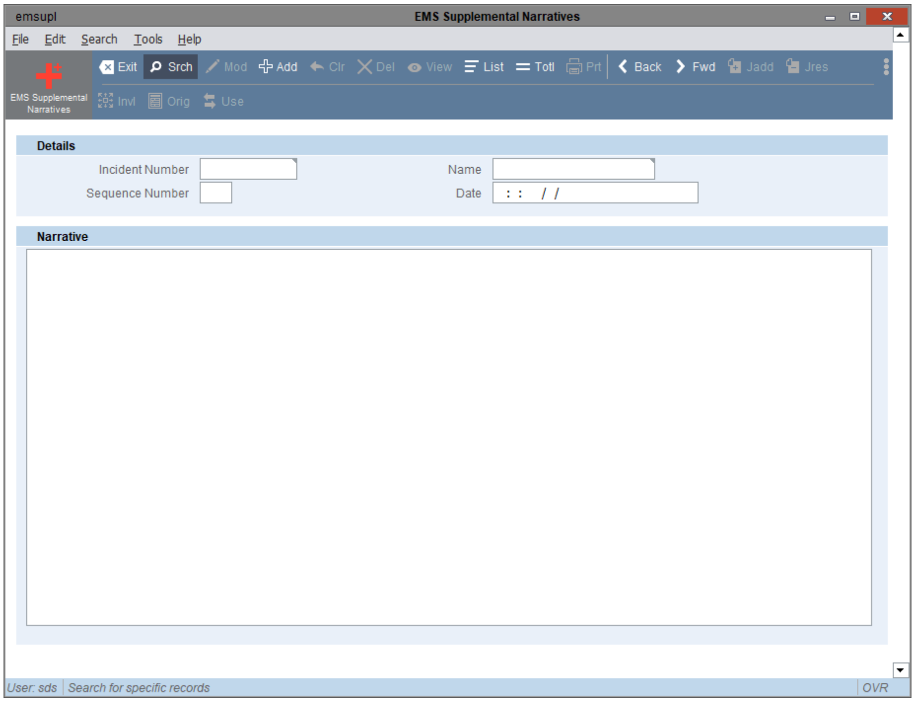
NOTE

When you modify a supplemental narrative at the EMS Supplemental Narratives screen, you cannot change the incident number or sequence number.

To add a supplemental narrative from the EMS Supplemental Narratives screen:

1. Open the EMS Supplemental Narratives screen by selecting **EMS Supplemental Narratives** from the EMS Records menu. You can also enter `emsupl` at the command line.
2. Select **Add**.

The software automatically enters the name of the current user in the **Name** field. You can click the Lookup button (Ctrl+E) and select a different name, if necessary.



The software also enters the current time and date in the **Date** field. You can type over this information, if necessary. Clicking the Time button (Ctrl+T) enters the current time and date.

3. At the **Incident Number** field, enter the incident number for the EMS Incident record. You can click the Lookup button (Ctrl+E) to open the EMS Incident screen and search for the incident number, if needed. With the correct record on the screen, click the **Use** button.
4. Type the supplemental narrative into the **Narrative** field. You can click **Editor** (Ctrl+E) to open the text editor. If your agency has defined outlines for supplemental narratives, the software displays a list of outlines from which to choose.
5. After you finish entering information, click **Accept** (Alt+A). The software enters a number in the **Sequence Number** field. You cannot change the sequence number from the Supplemental Narratives screen, but you can change the number from the Supplemental Narratives detail window. See “Changing the order of supplemental narratives” on page 33.
6. Select **Exit** to close the EMS Supplemental Narratives screen.

Adding EMS Patient Treatment Information

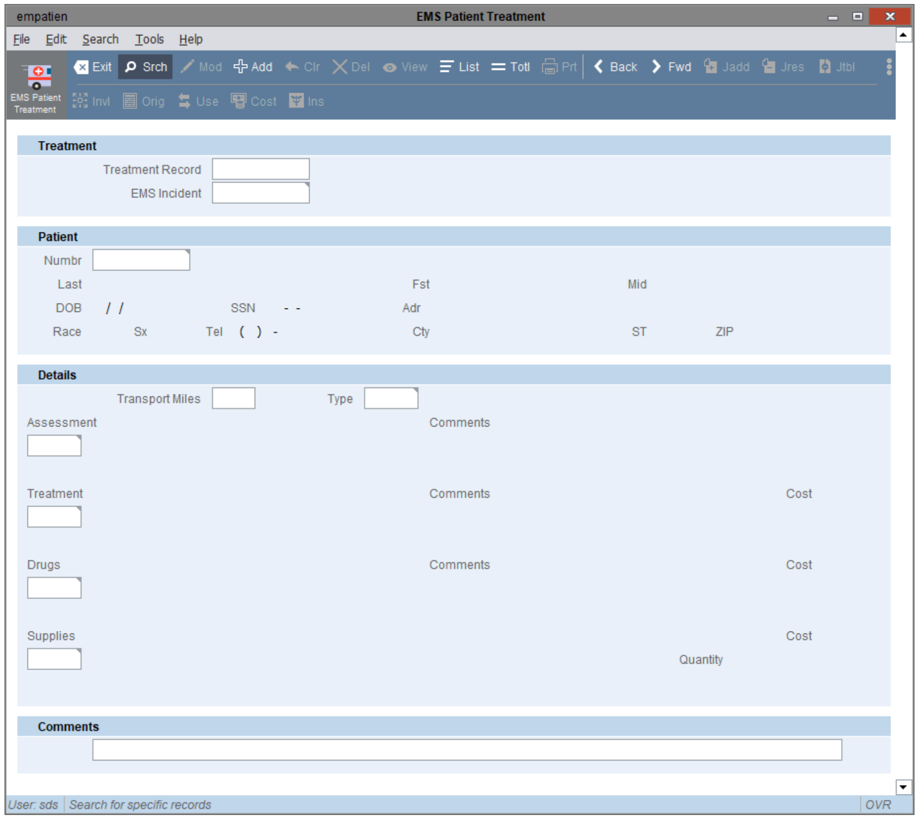
You can access the EMS Patient Treatment screen (`epatient`) from any EMS Incident record, and enter patient, transport, and medical assessment information. You can also enter information about medication, medical supplies, and treatments. The EMS Patient Treatment screen also lets you record treatment costs and print billing sheets.

To add an EMS Patient Treatment record:

1. Use any of the following methods to access the EMS Patient Treatment screen:
   - Click the **Pat** button while displaying the EMS Incident record for which you seek treatment information.
   - Select **EMS Patient Treatment** from the EMS Records menu.
   - Enter **`epatient`** at the command line.

> **NOTE**
>
> Spillman Technologies recommends that you access the EMS Patient Treatment screen by clicking the **Pat** button on the EMS Incident record. If you use this method, you can avoid searching for the EMS Incident number.

The EMS Patient Treatment screen appears.



2. Click the **Add** button if it is not already selected.
3. Enter the necessary information. See "Fields on the EMS Patient Treatment screen" on page 39 for detailed information.
4. After you finish entering information, click **Accept** (Alt+A).

Fields on the EMS Patient Treatment screen

The EMS Patient Treatment screen contains the following fields.

Treatment Record

The **Treatment Record** field contains the software-generated record number that is unique to this EMS Patient Treatment record.

You can change the number by entering a number not already in use by an existing EMS Patient Treatment record. You can modify this number only if the EMS Patient Treatment record is not referenced anywhere else in the software.

`EMS Incident`

If you access the EMS Patient Treatment screen from the EMS Incident record, the **EMS Incident** field becomes display-only and shows the record number of the related EMS incident.

If you access the EMS Patient Treatment screen from the menu or the command line, click the Lookup button (Ctrl+E) at the **EMS Incident** field and search for the related EMS Incident record. After you find or add the appropriate EMS Incident record and that record appears on the screen, click the **Use** button. The software returns to the EMS Patient Treatment screen and enters the number in the **EMS Incident** field.

`Patient`

In the **Patient** field, you can enter the patient's Name record number using one of the following methods:

- If you do not know the Name record number, enter the patient's last name in the **Last** field. Then, click **Accept** (Alt+A). The software displays a list of matching names. Highlight the desired name, and click the **Accept** button (Alt+A) or press Enter. The software returns to the EMS Patient Treatment screen and enters the patient information in the Patient name block.
- Click the Lookup button (Ctrl+E) to open the Names table and search for the correct record. After you find or add the desired Name record and that record appears on the screen, click the **Use** button. The software returns to the EMS Patient Treatment screen and enters patient information in the Patient name block.

`Transport Miles`

Enter the number of miles the patient was transported.

`Type`

In the type field, enter the code for the means used to transport the patient (such as **`AIRM`** for Air Med Helicopter). You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

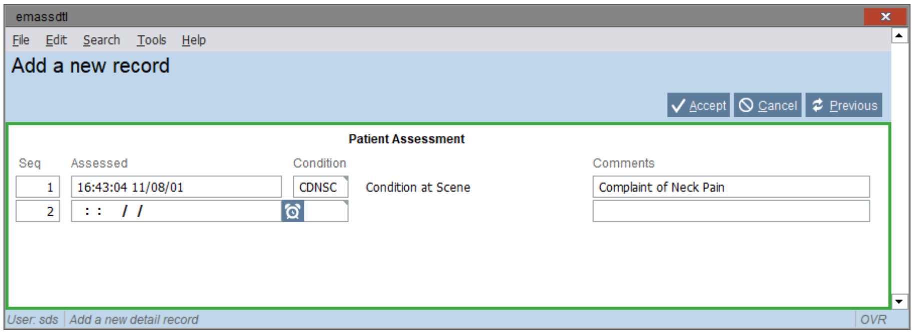
`Assessment`

Fields from the first two Patient Assessment detail records appear on the EMS Patient Treatment screen. A plus sign (+) following the second **Assessment** field indicates that more than two detail records exist. To view all the detail records, select **View** and enter the number of the **Assessment** field.

To add a Patient Assessment detail record:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

   The software enters a sequence number and places the cursor in the **Assessed** field.



3. Enter the time and date the medical assessment was completed. You can click the **Time** button (Ctrl+T) to enter the current time and date.
4. Enter a code for the patient's condition, such as **`CDNSC`**, for condition at scene.
5. Type up to 50 characters of comments about the patient's condition.
6. Click **Accept** (Alt+A) to save the Patient Assessment detail record.
7. Repeat steps 2–6 to add as many entries as necessary.
8. Select **Exit** to close the detail window.

Treatment

Fields from the first two Patient Treatment detail records appear on the EMS Patient Treatment screen. A plus sign (+) following the second **Treatment** field indicates that more than two detail records exist. To view all the detail records, select **View** and enter the number for the **Treatment** field.

To add a Patient Treatment detail record:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

The software enters a sequence number and places the cursor in the **Given** field.

3. Enter the time and date the medical treatment was given. You can click the **Time** button (Ctrl+T) to enter the current time and date.
4. Enter a code for the medical treatment, such as **`SPLIN`**, for splint.
5. Type up to 40 characters of comments about the medical treatment.
6. The software fills in the **Cost** field, but you can change the entry by typing over it if necessary.
7. Click **Accept** (Alt+A) to save the Patient Treatment detail record.
8. Repeat steps 2–7 to add as many entries as necessary.
9. Select **Exit** to close the detail window.

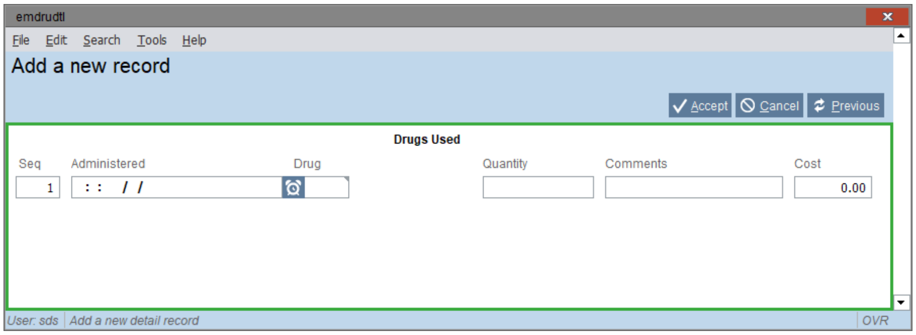
Drugs

Fields from the first two Drug entries are displayed on the EMS Patient Treatment screen. A plus sign (+) following the second **Drugs** field indicates that more than two detail records exist. To view all the detail records, select **View** and enter the number for the **Drugs** field.

To add a Drugs Used detail record:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Click **Add**.

The software enters a sequence number and places the cursor in the **Administered** field.



3. Enter the time and date the drug was administered. You can click the **Time** button (Ctrl+T) to enter the current time and date.
4. Enter a code for the drug, such as **`NITRO`**, for nitroglycerine.
5. Enter the quantity administered.
6. Type up to 40 characters of comments.
7. The software fills in the **Cost** field, but you can change the entry by typing over it if necessary.
8. Click **Accept** (Alt+A) to save the Drugs Used detail record.
9. Repeat steps 2–8 to add as many entries as necessary.
10. Select **Exit** to close the detail window.

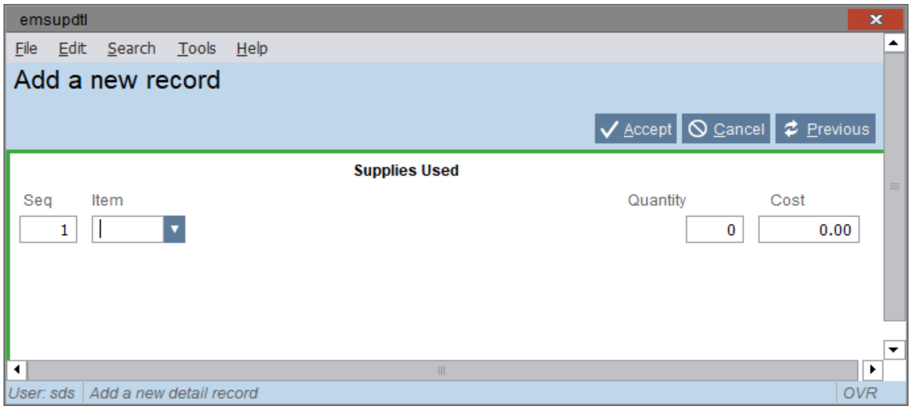
Supplies

Fields from the first two Supply entries are displayed on the EMS Patient Treatment screen. A plus sign (+) following the second **Supplies** field indicates that more than two detail records exist. To view all the detail records, select **View** and enter the number for the **Supplies** field.

To add a Supplies Used detail record:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

The software enters a sequence number and places the cursor in the **Item** field.



3. Enter a code for the item, such as **`IVTUB`**, for IV tubing.
4. Enter the quantity used. The **Quantity** field defaults to `1`, but you can type over this number if necessary. When you change the amount in the **Quantity** field, the software automatically recalculates the **Cost** field.
5. The software fills in the **Cost** field, but you can change the entry by typing over it if necessary.
6. Click **Accept** (Alt+A) to save the Supplies Used detail record.
7. Repeat steps 2–6 to add as many entries as necessary.
8. Select **Exit** to close the detail window.

Comments

Click **Editor** (Ctrl+E) to expand the **Comments** field to a full screen and open the text editor. If your agency has outlines defined for the **Comments** field, the software displays a list from to choose.

Printing Patient Cost Statements

To print patient cost statements, click the **Cost** button from the EMS Patient Treatment screen. Patient cost statements include the following information.

Category	Information Included
Agency	Name, address, phone number
Incident	Number, date and time, nature
Patient	Name, address
Transportation	Type, itemized and total cost
Treatment Provided	Type, itemized and total cost
Drugs Administered	Item, description, itemized and total cost
Supplies Used	Item, quantity, itemized and total cost
Total Patient Costs	Number, indicating the patient’s costs
Agency	Name, address, phone number

Adding Patient Insurance Information

You can access the Patient Insurance Information screen (**`insinfo`**) from the EMS Patient Treatment screen. The Patient Insurance Information screen allows lets you record the insurance subscriber, responsible party, and detailed insurance policy information.

To add a Patient Insurance Information record:

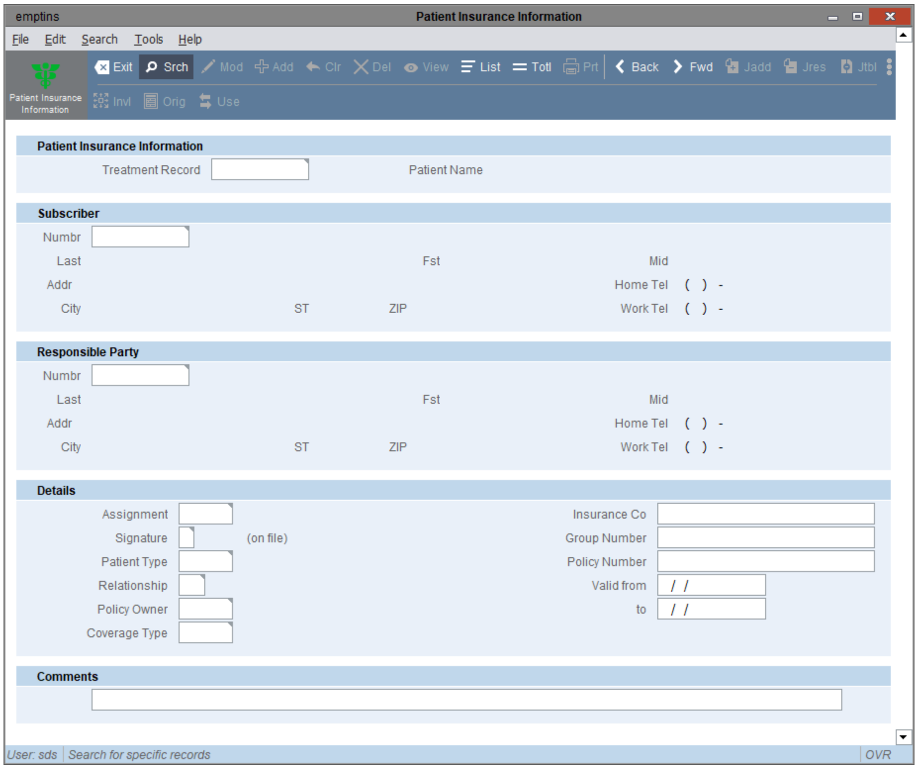
1. Click the **Ins** button while displaying the EMS Patient Treatment record for which you want to enter information.

> **NOTE**
>
> If you only need to view or modify Patient Insurance Information records, you can open the Patient Insurance Information screen by selecting it from the EMS Records menu or by entering **`insinfo`** at the command line. However, to add a Patient Insurance Information record, you must use the **Ins** button to access the EMS Patient Information screen.

   The Patient Insurance Information screen appears.

2. Click the **Add** button if it is not already selected.

The software fills in the **Treatment Record** and **Patient Name** fields and places the cursor in the **Subscriber** field.



3. Enter the necessary information. See "Fields on the Patient Insurance Information screen" on page 47 for detailed information.
4. After you finish entering information, click **Accept** (Alt+A).

Fields on the Patient Insurance Information screen

The Patient Insurance Information screen contains the following fields.

`Treatment Record`

If you use the **Ins** button on the EMS Patient Treatment screen to access the Patient Insurance Information screen, the **Treatment Record** field becomes display-only. It displays the record number of the related EMS Patient Treatment record.

If you access the Patient Insurance Information screen from the EMS Records menu or by entering **`insinfo`**, you can use the **Treatment Record** field to search for the related EMS Patient Treatment record. Click the Lookup button (Ctrl+E) to access the EMS Patient Treatment screen.

`Patient Name`

Like the **Treatment Record** field, the **Patient Name** field becomes display-only if you use the **Ins** button on the EMS Patient Treatment screen to access the Patient Insurance Information screen. The field displays the name from the related EMS Patient Treatment record.

`Subscriber`

In the **Subscriber** field, enter the record number of the insurance subscriber's Name record.

If you do not know the Name record number, click the Lookup button (Ctrl+E) to open the Names table and find or add the correct record. After you display the Name record, select **Use** from the Names table. The software returns you to the Patient Insurance Information screen and enters the subscriber's name, address, and phone numbers.

`Subscriber Name, Address, Phone Numbers`

The software automatically fills in these fields when you enter a Name number in the **Subscriber** field. These fields are display-only, except in **Srch** mode.

`Responsible Party`

In the **Responsible Party** field, enter the record number of the responsible party's Name record.

If you do not know the Name record number, click the Lookup button (Ctrl+E) to open the Names table and find or add the correct record. After you display the Name record, click **Use** on the Names table. The software returns you to the Patient Insurance Information screen and enters the responsible party's name, address, and phone numbers.

`Responsible Party Name, Address, Phone Numbers`

The software automatically fills in these fields when you enter a Name number in the **Responsible Party** field.

`Assignment`

Typically, agencies use the **Assignment** field to specify the person assigned to the insurance case or to indicate the assignment of financial claim. Check your agency's policy regarding the use of this field.

`Signature`

Indicate (by entering either **`Y`** for yes or **`N`** for no) whether the responsible party's signature is on file.

`Patient Type`

Enter the code for the type of patient category (for example, **`CON`** for Consenting or **`PCON`** for Parental Consent). You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Relationship`

Enter the code specifying the relationship of the responsible party to the patient (for example, **`HU`** for Husband). You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Policy Owner`

Enter the code for the person who owns the policy (for example, **`HUSB`** for husband). You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Coverage Type`

Enter the code for the type of coverage offered by the policy (for example, **`FMC`** for Full Medical Coverage). You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Insurance Co`

Type the name of the applicable insurance company.

`Group Number`

Type the group number of the insurance policy.

`Policy Number`

Type the insurance policy number.

`Valid From/To`

Enter the period of time for which the insurance policy is valid. Use the *mm/dd/yyyy* format when entering the dates.

`Comments`

Click the **Editor** button (Ctrl+E) to open the text editor. Type any comments about the insurance information.

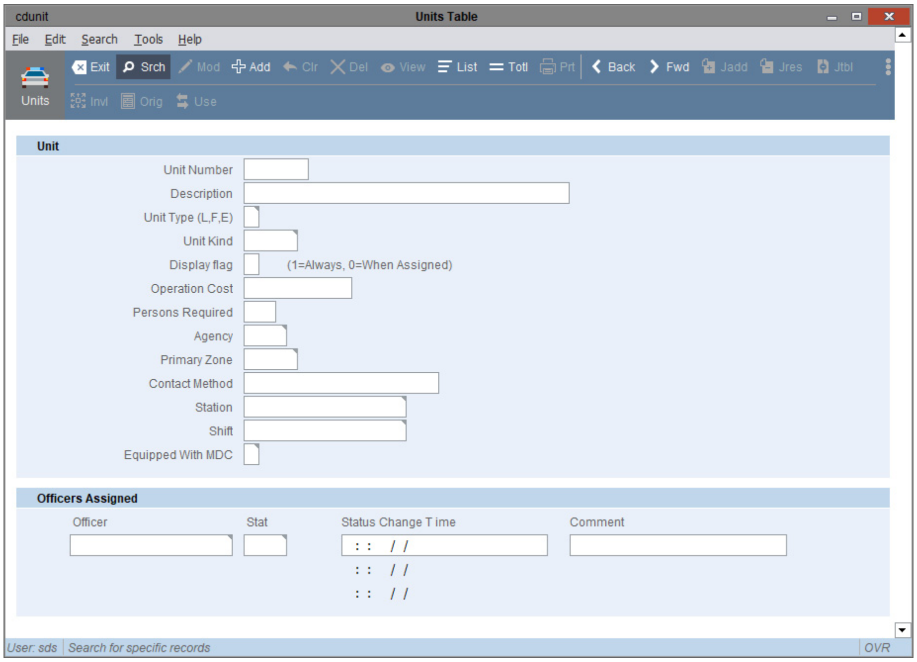
Adding Information About EMS Units

The Units screen (`cdunit`) allows you (if you have privileges) to add a record for each unit. In each Unit record, you specify the unit number, type, kind, agency, zone, station, and shift. You can also enter the names of officers assigned to the unit, their status, the date and time of status changes, and comments.

To add a Units record:

1. To open the Units screen, enter **`cdunit`** at the command line.

   The Units screen appears.



2. Click the **Add** button.
3. Enter the necessary information. See "Fields on the Units screen" on page 51 for detailed information.
4. After you finish entering information, click **Accept** (Alt+A).

Fields on the Units screen

The Units screen contains the following fields.

`Unit Number`

Enter the number that your agency uses to identify the unit.

`Description`

Enter a brief description of the unit.

`Unit Type (L,F,E)`

Enter the code for the type of unit: **`l`**=law, **`f`**=fire, **`e`**=emergency unit, **`m`**=miscellaneous unit. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Unit Kind`

Enter the code for the kind of unit (for example, **`AMB`** for ambulance, **`PAR`** for paramedic, or **`FR`** for first responder). You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Display flag`

Enter **`1`** to always display the unit on the CAD Status screen. Enter **`0`** to display the unit only when it is assigned to a call.

`Persons Required`

Enter the minimum number of officers the unit must carry when on duty.

`Agency`

Specify the agency to which the unit belongs. You can click the Lookup button (Ctrl+E) and select from a list of valid agency codes.

`Primary Zone`

Enter the code for the primary zone to which the unit is assigned. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Contact Method`

Type the method used to contact the unit, such as **`radio`**, **`phone`**, or **`pager`**. If the contact method uses a number, such as a phone number, include the number.

`Station`

Enter the code identifying the station to which this unit is assigned. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Shift`

Enter the code identifying the shift to which this unit is assigned. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

`Officers Assigned`

From the **Officer** field, you can open a detail window and add any number of assigned officer detail records. The first three Assigned Officer detail records appear on the Units screen. A plus sign (+) following the third **Officer** field indicates that more than three detail records exist. To view all the Assigned Officer detail records, select **View** and enter the number for the **Officer** field.

You can add one assigned officer without opening the detail window. To add more than one assigned officer:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

   The software assigns a sequence number and places the cursor in the **Officer** field.
3. Enter the name of the officer assigned to the unit. You can click the Lookup button (Ctrl+E) and select a name from the list.
4. Enter the code for the status of the officer, such as **`AA`** for assigned and available, or **`SIC`** for On Sick Leave. You can click the Lookup button (Ctrl+E) and select a valid status code from the list.
5. Enter the time and date when the officer went on the current status. You can click the Time button (Ctrl+T) to enter the current time and date.
6. Type up to 30 characters in the **Comments** field.
7. Click **Accept** (Alt+A) to save the Officer Assigned detail record.
8. Repeat steps 2–7 for each Officer Assigned detail record you wish to add.
9. Select **Exit** to close the detail window.

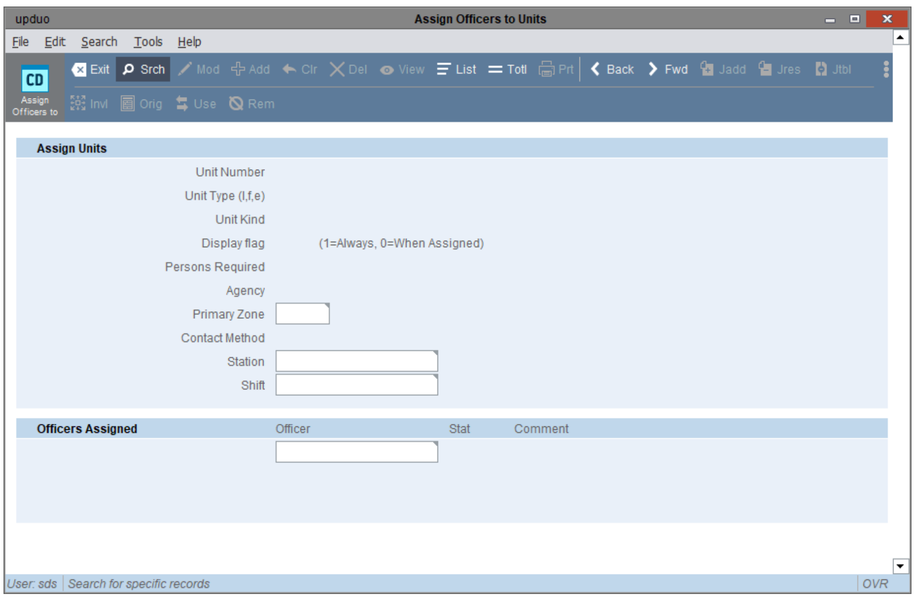
Assigning Officers to EMS Units

The Assign Officers to Units screen (`updUo`) lets you assign officers to a unit without modifying the Unit record. From the Assign Officers to Units screen, you can access the information contained in the Units table and then add officer assignments.

To assign officers to a unit:

1. To open the Assign Officers to Units screen, enter **`updUo`** at the command line.

   The Assign Officers screen appears.



2. Click the **Srch** button to open a search screen and place the cursor in the **Unit Number** field.
3. In the **Unit Number** field, enter the number of the unit to which you want to assign officers. Then, click **Accept** (Alt+A) to perform the search. (If you do not know the unit number, you can search on the **Unit Type** field, click **List** to display the results of the search set, and then select the unit from the list.)

   When the software finds the Unit record, it copies information from that record into the Assign Officers to Units record.
4. Click the **Mod** button, and enter or change information in the **Primary Zone**, **Station**, and **Shift** fields as needed.

5. In the Officers Assigned detail window, click **Detail** (Ctrl+N) to open the detail window. Then, assign officers by entering information in the **Officer**, **Stat** (Status), and **Comment** fields.
6. After you finish entering information, click **Accept** (Alt+A).

Fields on the Assign Officers to Units screen

The Assign Officers to Units screen contains the following fields.

`Unit Number`

Use the **Unit Number** field to search for the unit to which you want to assign officers.

`Unit Type (l,f,e)`

The **Unit Type** field displays the code for the type of unit: **`l`**=law, **`f`**=fire, **`e`**=emergency unit, **`m`**=miscellaneous unit.

`Unit Kind`

This **Unit Kind** field displays the code for the kind of unit (for example, **`AMB`** for ambulance, **`PAR`** for paramedic, or **`FR`** for first responder).

`Display flag`

The **Display flag** field contains **`1`** if the software is to display the unit on the CAD Status screen at all times. It contains **`0`** if the software is to display the unit only when it is assigned to a call.

`Persons Required`

The **Persons Required** field displays the minimum number of officers the unit must carry when on duty.

`Agency`

The **Agency** field displays the code that identifies the agency to which the unit belongs.

`Primary Zone`

The **Primary Zone** field displays the code of the primary zone to which the unit is assigned. You can modify this field to add or change the unit’s primary zone. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

Contact Method

The **Contact Method** field displays the method used to contact the unit: radio, phone number, pager number, and so on.

Station

The **Station** field displays the station to which the unit is assigned. You can modify this field to add or change the unit's station assignment. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

Shift

The **Shift** field displays the shift to which the unit is assigned. You can modify this field to add or change the unit's shift assignment. You can click the Lookup button (Ctrl+E) and select from a list of valid codes.

Officers Assigned

From the **Officer** field, you can open a detail window and add any number of Assigned Officer detail records. The first three Assigned Officer detail records appear on the Units screen. A plus sign (+) following the third **Officer** field indicates that more than three detail records exist. To view all the Assigned Officer detail records, select **View** and enter the number for the **Officer** field.

You can add one assigned officer without opening the detail window. To add more than one assigned officer:

1. Click **Detail** (Ctrl+N) to open the detail window.
2. Select **Add**.

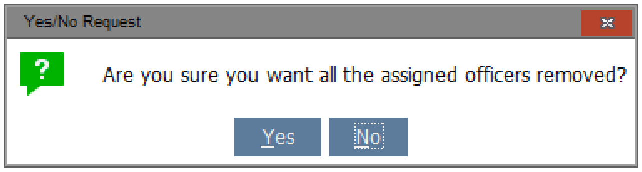
   The software assigns a sequence number and places the cursor in the **Officer** field.
3. Enter the name of the officer assigned to the unit. You can click the Lookup button (Ctrl+E) and select a name from the list.
4. Enter the code for the status of the officer, such as **`AA`** for assigned and available, or **`SIC`** for On Sick Leave. You can click the Lookup button (Ctrl+E) and select a valid status code from the list.
5. Type up to 30 characters in the **Comments** field.
6. Click **Accept** (Alt+A) to save the Officer Assigned detail record.
7. Repeat steps 2–6 to add as many Officer Assigned detail records as needed.
8. Select **Exit** to close the detail window.

Removing All Officers Assigned to a Unit

When you display an Assign Officers to Units record, the screen contains the **Rem** button if any officers are assigned to the current unit. You can use this button as follows to remove all officers assigned to a unit.

> **NOTE**
>
> The **Rem** button removes *all* officers that are assigned to the unit. You cannot remove individual officers.

1. Open the Assign Officers to Units screen, and search for the unit whose officers you want to remove. (See "Assigning Officers to EMS Units" on page 54 for instructions.)
2. Click the **Rem** button. The software displays the following prompt.



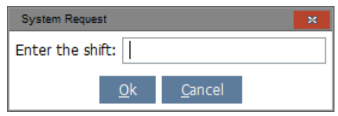
3. To delete all the information in the Officers Assigned detail window, click **Yes** or type **Y** and press Enter. To cancel the operation, click **No** or press Enter.

Assigning EMS Units to Shifts

The Assign Units to Shift screen (`updsu`) allows you (or perhaps your SAA) to place units on a shift roster. In the Assign Units to Shifts screen, you can assign individual units to a shift, remove individual units from a shift, or remove all units from a shift.

To open the Assign Units to Shifts screen, enter `updsu` at the command line.

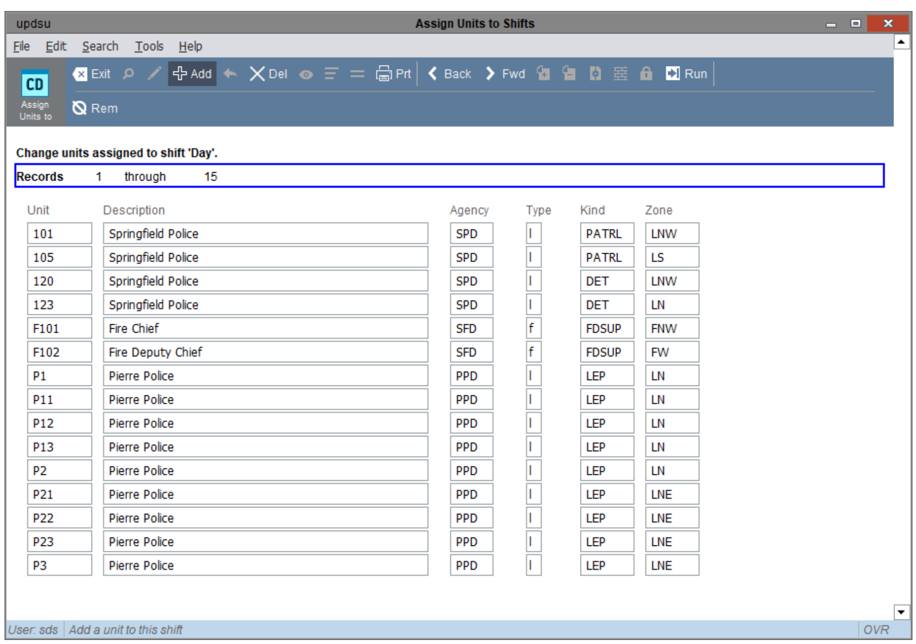
The software displays the following prompt.



4. If you know the code for the shift to which you want to assign units, enter the code (for example, **`Day`**) and click **Ok** or press ENTER. Otherwise, click the Lookup button (Ctrl+E) and select the shift from a list of valid codes.

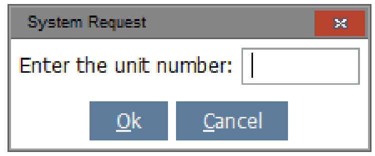
   The software displays the roster of units assigned to the specified shift.

   The roster comes from the Units table (`cdunit`), so all the fields are display-only. To add or remove units, you must use a button on the toolbar.



5. To add a unit to the shift roster, click the **Add** button.

   The software displays the following prompt.



6. If you know the unit number, type it and click **Ok** or press ENTER. You can click the Lookup button (Ctrl+E) to select from a list of valid unit numbers.

   After you enter a valid unit number, the software places the unit number, description, agency, type, kind, and zone in the shift roster.

Fields on the Assign Units to Shifts screen

The Assign Units to Shifts screen contains the following fields.

`Unit`

The department-assigned number used to identify the unit.

`Description`

A brief description of the unit.

`Agency`

The code for the agency to which the unit belongs.

`Type`

The code for the type of unit: **`l`**=law, **`f`**=fire, **`e`**=emergency unit, **`m`**=miscellaneous unit.

`Kind`

The code for the kind of unit (for example, **`AMB`** for ambulance, **`PAR`** for paramedic, or **`FR`** for first responder).

`Zone`

The code for the primary zone to which the unit is assigned.

Removing Units from a Shift

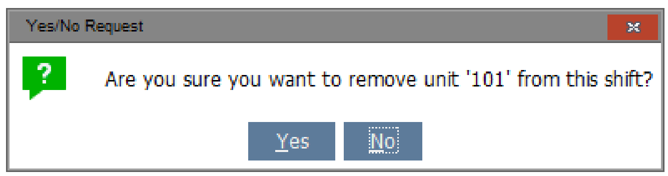
From the Assign Units to Shifts screen, you can either remove units from a shift individually or remove all the units from a shift.

Removing an individual unit from a shift

To remove one unit from a shift:

1. Display the shift roster in the Assign Units to Shifts screen. See “Assigning EMS Units to Shifts” on page 58 for information on opening the screen and displaying a shift roster.
2. Highlight the unit to delete, and then click the **Del** button from the toolbar.

   The software displays a prompt similar to the following.



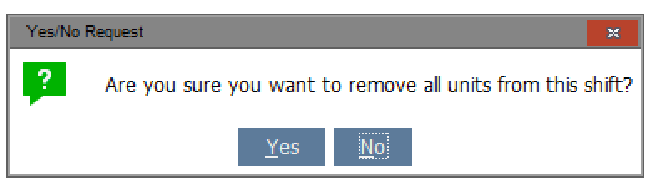
3. To remove the unit from the shift, click **Yes** or type `Y` and press Enter. To cancel the operation, click **No** or press Enter.

Removing all units from a shift

To remove all units from a shift:

1. Display the shift roster in the Assign Units to Shifts screen. See “Assigning EMS Units to Shifts” on page 58 for information on opening the screen and displaying a shift roster.
2. Click the **Rem** button.

   The software displays the following prompt.



3. To remove all units from the shift, click **Yes** or type `Y` press ENTER. To cancel the operation, click **No** or press ENTER.

Generating EMS Incident Reports

In addition to the reports available with the Hub tables, the EMS Management module offers several report programs that you can access through the EMS Reports menu (`emsrep`).

EMS Incident Summary

The EMS Incident Summary report (`rpemisr`) provides a summary of information from incidents reported within a date range you specify.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Responsible Person
- Disposition Code
- Condition Observed
- Condition Reported
- Condition Code
- Location Code
- City Code
- Nature of Incident

Select from the following formats to organize the report:

- Format `rpemisr.x1` sorts the information by responsible person.
- Format `rpemisr.x2` sorts the information by condition observed.
- Format `rpemisr.x3` sorts the information by incident number.
- Format `rpemisr.x4` sorts the information by nature of incident.

EMS Incident Summary by Location

The EMS Incident Summary by Location report (`rpemtisr`) provides the total condition code count for the various EMS incidents.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Condition Observed
- Condition Reported
- Condition Code
- Location Code

EMS Incident Address History

The EMS Incident Address History report (`rpemiahr`) provides a listing of the incidents reported at the street and city you specify.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Responsible Person
- Disposition Code
- Condition Observed
- Condition Reported
- Condition Code
- Location Code
- City Code
- Address
- Nature of Incident

Select from the following formats to organize the report:

- Format `rpemiahr.x1` sorts the information by date and time reported.
- Format `rpemiahr.x2` sorts the information by nature of incident.

EMS Incident Narrative Search report

The Incident Narrative Search report (`rpeminsr`) allows you to search the narratives of EMS Incident records for a key word pattern. You must enter the word pattern for which you wish to search. You can enter additional search data as desired.

> **NOTE**
>
> You might find it easier to search narratives from the EMS Incident screen by clicking the **Srch** button, moving to the **Narrative** field, and entering a keyword. You might use wildcard characters to assist your search.

For the `rpeminsr` report to run, you must make an entry in the **Keyword** field.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Nature of Incident
- Location Code
- City

EMS Incident Audit

The EMS Incident Audit report (`rpemiar`) provides an audit of the EMS Incident table, showing the condition code and nature of the incident.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Nature of Incident
- Condition Observed
- Condition Reported
- Condition Code
- Disposition Code
- Responsible Officer

Incident Disposition Summary

The Incident Disposition Summary report (`rpemidr`) provides an analysis of the present dispositions of all EMS incidents reported within a time period you specify.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Nature of Incident
- Condition Observed
- Condition Reported
- Condition Code
- Agency Code
- Responsible Officer
- Location Code
- City

Disposition Change Summary

The Disposition Change Summary report (`rpemidcr`) provides a summary for incidents (within the time period you specify) for which the disposition has changed. For each incident, the printout lists the incident number, nature, time-date reported, time-date the disposition was changed, and the current disposition.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Condition Observed
- Condition Reported
- Condition Code
- Nature of Incident
- Location Code
- Responsible Person
- Disposition Code

Select from the following formats to organize the report:

- Format `rpemidcr.x1` sorts the information by responsible person.
- Format `rpemidcr.x2` sorts the information by nature of incident.
- Format `rpemidcr.x3` sorts the information by disposition.

Disposition Change Statistics

The Disposition Change Statistics report (`rpemidcs`) lists the number of disposition changes for incidents reported within the time period you specify. For each new disposition, the report lists the total number of incidents.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency
- Condition Observed
- Condition Reported
- Condition Code
- Nature of Incident
- Location Code
- Responsible Officer

EMS Total Incidents

The EMS Total Incidents report (`rpemtir`) lists the total number of EMS incidents reported within the time period you specify.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency Code
- Condition Observed
- Condition Reported
- Condition Code
- Nature of Incident
- Location Code
- Responsible Officer
- Disposition Code

Select from the following formats to organize the report:

- Format `rpemtir.x1` sorts the information by agency.
- Format `rpemtir.x2` sorts the information by nature.
- Format `rpemtir.x3` sorts the information by agency, nature.
- Format `rpemtir.x4` sorts the information by location code.
- Format `rpemtir.x5` sorts the information by location code, nature.

EMS Incidents by Day and Hour

The EMS Incidents by Day and Hour report (`rpemia`) provides statistical analysis of incidents based on the day and time for the time period you specify.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency
- Condition Observed
- Condition Reported
- Condition Code
- Location Code
- Nature of Incident

You can choose from the following formats. Day hours fall in the range 0600–1759. Night hours fall in the range 1800–0559.

- Format `rpemia.x1` sorts the information by time reported.
- Format `rpemia.x2` sorts the information by earliest time occurred.
- Format `rpemia.x3` sorts the information by latest time occurred.
- Format `rpemia.x4` sorts the information by location, time reported (day hours).

- Format `rpemia.x5` sorts the information by location, time reported (night hours).
- Format `rpemia.x6` sorts the information by location, earliest time occurred (day hours).
- Format `rpemia.x7` sorts the information by location, earliest time occurred (night hours).
- Format `rpemia.x8` sorts the information by location, latest time occurred (day hours).
- Format `rpemia.x9` sorts the information by location, latest time occurred (night hours).

Agencies Involved Incident Summary

The Agencies Involved Incident Summary report (`rptotinc`) provides a total number of agencies involved in incidents. Any incident belonging to a responding officer's agency is included.

Enter any combination of the following parameters to customize the report:

- Date/Time Reported
- Agency
- Responsible Officer
- Disposition
- Nature
- Location Code
- City
- Clearance Code
- Observed Offense
- Reported Offense
- Offense Code

EMS Response Time Analysis

The EMS Response Time Analysis report (`rpemanal`) provides an analysis of the average and total response times for EMS incidents reported during the time period you specify.

For this report to run, you must make an entry in the **Date Reported** field.

Enter any combination of the following parameters to customize the report:

- Agency Code
- Reported Condition
- Observed Condition
- Condition Codes
- Nature of Incident
- Location Code
- City
- Responsible Officer
- Responding Unit

Choose from the following formats:

- Format `rpemanal.x1` sorts the information by nature of incident.
- Format `rpemanal.x2` sorts the information by location.
- Format `rpemanal.x3` provides a summary sheet only.

EMS Assessment Services

The EMS Assessment Services report (`rpemass`) provides a summary of medical assessments provided for EMS patients.

Enter any combination of the following parameters to customize the report:

- Incident Date
- Agency
- Area Code
- Assessment

EMS Drug Administered

The EMS Drug Administered report (`rpemdrg`) provides a summary of the drugs used during incidents.

Enter any combination of the following parameters to customize the report:

- Incident Date

- Agency
- Area Code
- Drug

EMS Supplies Used

The EMS Supplies Used report (`rpemsup`) provides a summary of the supplies used during incidents.

Enter any combination of the following parameters to customize the report:

- Incident Date
- Agency
- Area Code
- Item

EMS Treatment Administered

The EMS Treatment Administered report (`rpemtrt`) provides a summary of the treatment given to EMS patients.

Enter any combination of the following parameters to customize the report:

- Incident Date
- Agency
- Area Code
- Treatment

Patient Account Balance

The Patient Account Balance report (`rpempabr`) provides a listing of account balances for EMS patients. You can enter the patient name number to customize the report.

Patient Account Audit Summary

The Patient Account Audit Summary report (`rpempaas`) provides a summary of patient account transactions within the time period you specify, with transaction numbers for auditing purposes.

Enter any combination of the following parameters to customize the report:

- Transaction Time-Date
- Patient Name ID

Select from the following formats to organize the report:

- Format `rpempaas.x1` sorts the information by patient.
- Format `rpempaas.x2` sorts the information by check/receipt number.

Patient Account Transaction report

The Patient Account Transaction report (`rpempatr`) provides the total amount of patient account transactions, by type, for the time period you specify. The following table lists the transaction types.

Transaction code	Transaction type
AJ	Adjustment
CD	Disbursement
CR	Receipt
DC	Drug charge
SC	Supplies charge
TC	Treatment charge
TR	Transportation charge

Enter any combination of the following parameters to customize the report:

- Time/Date of Transaction
- Transaction Type
- Officer
- Patient Number

Patient Account Transaction Totals

The Patient Account Transaction Totals report (`rpempatt`) provides the total amount of the patient account transactions, by type, for the time period you specify. You can customize the report using the transaction date and patient name ID.

Chapter 2

Administrator Information

Introduction

The following tasks must be completed to set up the EMS Records Management module:

- “Setting Up the EMS Records Management Module” on page 73
- “Setting Up Code Tables” on page 74
- “Setting Up Privileges” on page 81

For more information on setting up the software, see the *Application Setup and Maintenance Manual*, the *Security Setup and Maintenance Manual*, and the *Code Table Setup and Maintenance Manual*.

Setting Up the EMS Records Management Module

This section provides the setup instructions for the EMS Records Management module.

Be sure to define common codes as instructed in the *Code Table Setup and Maintenance Manual*.

Also define the common settings (application parameters) listed in the *Application Setup and Maintenance Manual*.

Setting up application parameters

In the Application Parameters table (`apparam`), set up the following setting (application parameter) as needed.

Parameter	Description	Value
`emactdsp`	EMS Inci. Active Disposition	**`ACT`**
	Specifies the code that the software will automatically enter in the **Disposition** field when an EMS record is added. The default value is **`ACT`**.	

Using application cue cards

For the EMS Records Management module, your agency might want to create application cue cards for use in the various narrative fields. You can define application cue cards for the fields listed below. For more information, see the *Application Setup and Maintenance Manual*.

Key for Table	Field Prompt	Accessing Cue Cards
EMS Incident	Narrative	`emnarr.narratv`

Defining record number format

The software automatically numbers records, but your agency might want to define a special numbering method, for example, one that uses a two-digit year prefix before the record number. If multiple agencies are using the same system, you might want to designate a different numbering system for each agency. You can also change the increment of record numbers if necessary. For more information, see the *Application Setup and Maintenance Manual*.

Setting Up Code Tables

The following section lists the code tables for the EMS Records Management module.

> **NOTE**
>
> Flex contains code tables for all modules, including those modules that may not be used by your agency. Even though you can access all the code tables, you will maintain only the code tables for the modules that your agency has purchased.

The code tables listed in this section are listed in the order that they are displayed in the Administration Manager. Each code table listed in this section contains:

- The code table name that appears on the screen.
- The program name.
- A description of the fields in the code table.

EMS

emtbasgn

Insurance Assignment codes are referenced in the Patient Insurance Information table in the Fire and EMS modules.

`Insurance Assignment Code`

5 characters, alphanumeric field. A code for the assignment of insurance, such as payable to insured, payable to provider, or payable to responsible person.

`Description`

30 characters, alphanumeric field. A description of the insurance assignment code.

emtbcirc

EMS incident circumstance codes are referenced in the EMS Incident table.

`Circumstance Code`

5 characters, alphanumeric field. A code for a circumstance that contributed to an EMS incident.

`Description`

30 characters, alphanumeric field. A description of the circumstance.

emtbcond EMS Incident condition is a pre-loaded code table used in the EMS Incident table.

`Condition Code`

4 characters, alphanumeric field. A code for an EMS incident, such as heart attack, drowning, or fall.

`Description`

30 characters, alphanumeric field. A description of the condition.

emtbcovt Insurance Coverage codes are referenced in the Patient Insurance Information table in the Fire and EMS modules.

`Coverage Type Code`

5 characters, alphanumeric field. A code for the type of insurance coverage.

`Description`

30 characters, alphanumeric field. A description of the coverage type code.

emtbdisp EMS incident disposition is a pre-loaded code table used in the EMS Incident table.

`Disposition Code`

3 characters, alphanumeric field. A code for the disposition of an EMS incident.

`Description`

30 characters, alphanumeric field. A description of the disposition.

`Used in CAD`

2 characters, alphanumeric field. Determines whether the code is used in CAD. Enter **y** for yes if the code is a valid entry for the **New Status** field in the CAD Update Units detail window. Enter **n** for no if the code is not used in CAD.

emtbdrug

Patient Drug is a pre-loaded code table used in the Fire and EMS Patient Treatment tables.

`Abbreviation`

5 characters, alphanumeric field. A code for a type of drug used in treating patients.

`Description`

30 characters, alphanumeric field. A description of the drug.

`Cost`

11 characters, numeric field, maximum value 9999.99. The cost of the drug.

emtbindi

Patient Condition is a pre-loaded code table used in the Fire Incident and EMS Patient Treatment tables.

`Patient Condition Code`

5 characters, alphanumeric field. A code for a patient medical condition.

`Description`

30 characters, alphanumeric field. A description of the patient condition code.

emtbpown

Policy Owner is a pre-loaded code table used in the Patient Insurance Information table in the Fire and EMS modules.

`Policy Owner Code`

5 characters, alphanumeric field. A code for the insurance policy owner.

`Description`

30 characters, alphanumeric field. A description of the insurance policy owner.

`emtbptyp`

Patient Type is a pre-loaded code table used in the Fire Incident and EMS Patient Treatment tables.

`Patient Type Code`

5 characters, alphanumeric field. A code for the type of patient.

`Description`

30 characters, alphanumeric field. A description of patient type code.

`emtbsupp`

Patient Supplies codes are referenced in the Fire Incident and EMS Patient Treatment tables.

`Supply Code`

5 characters, alphanumeric field. A code for a supply used in treating patients.

`Description`

30 characters, alphanumeric field. A description of the supply.

`CostNumeric field`

Maximum value 9999.99. The cost of the supply.

`emtbtrea`

Patient Treatment codes are referenced in the Fire Incident and EMS Patient Treatment tables.

`Treatment Code`

5 characters, alphanumeric field. A code for a type of treatment used.

`Description`

30 characters, alphanumeric field. A description of the treatment.

`Cost`

Numeric field, maximum cost 9999.99. The cost of the treatment.

emtbtsp

Patient Transportation codes are referenced in the Fire Incident and EMS Patient Treatment tables to calculate the amount charged for the transportation of patients.

`Transportation Type Code`

5 characters, alphanumeric field. A code for the type of patient transportation.

`Description`

30 characters, alphanumeric field. A description of the transportation type code.

`Base Cost`

Numeric field, maximum cost 9999.99. The base amount charged for any response. The software always charges this amount in addition to any mileage charges. The base cost can be lower than the minimum cost but cannot be higher than the maximum cost.

`Minimum Cost`

Numeric field, maximum cost 9999.99. The minimum amount your agency charges for medical transportation. The minimum cost must be less than or equal to the maximum cost.

`Maximum Cost`

Numeric field, maximum cost 9999.99. The maximum amount your agency charges for medical transportation. If the total cost of transportation exceeds the maximum cost, the software charges the amount entered in this field.

`First # Miles`

4 characters, numeric field. The number of miles for which the software charges a flat rate.

`First Cost`

Numeric field, maximum cost 9999.99. The flat rate charged for the number of miles entered in the **First # Miles** field.

`Additional Miles`

4 characters, numeric field. The mileage increment—for each additional mile or miles traveled above the number entered in the **First # Miles** field—used by the software to figure additional mileage costs.

`Additional Cost`

Numeric field, maximum cost 9999.99. The amount charged for each additional mile or miles traveled that exceeds the number entered in the **First # Miles** field.

For example, your agency might charge $1.00 for each additional mile traveled. Using this scenario, enter **`1`** in the **Additional Miles** field, and **`1.00`** in the **Additional Cost** field.

`tbpatcty`

Table of County codes are referenced in the Utah EMS Information (`utpat001`) table.

`Code`

2 characters, alphanumeric field. The code used to designate a county.

`Desc`

15 characters, alphanumeric field. The full name of the county.

`tbpatdsp`

Table of Patient Dispositions codes are referenced in the Utah EMS Information (`utpat001`) table.

`Abbr`

3 characters, alphanumeric field. The code used to designate a patient disposition.

`Desc`

40 characters, alphanumeric field. The description of the patient disposition

`tbpatloc`

Table of Patient Locations codes are referenced in the Utah EMS Information (`utpat001`) table.

`Abbr`

3 characters, alphanumeric field. The code used to designate a patient location.

`Desc`

15 characters, alphanumeric field. A description of the patient location.

`tbpatsrc` Table of Patient Source codes are referenced in the Utah EMS Information (`utpat001`) table.

`Abbr`

4 characters, alphanumeric field. The code used to designate a patient source.

`Desc`

15 characters, alphanumeric field. The description of the patient source.

Setting Up Privileges

This section lists the EMS Records Management menus, tables, programs, and reports so that you can allow or deny certain groups and individual users access to them. It also lists levels of access that you might find appropriate for your “average user.” These suggestions are general and will not be appropriate for every agency, so consider carefully the unique needs of your agency. *Spillman Technologies is not responsible for any damage caused by inappropriate access privileges*.

In addition to setting up security for each of your agency’s modules, be sure to give all users privileges to basic features of the software as described in the *Security Setup and Maintenance Manual*.

For instructions on assigning privileges, see the *Security Setup and Maintenance Manual.*

Giving access to menus, tables, programs

Users who maintain some or all of the EMS Records Management tables and programs should have the following privileges to the listed menus, tables, and programs. The privileges listed are guidelines for an average user. They are not requirements.

Description	Name	Privileges
EMS Records Menu	`emsmenu`	`Access`
EMS Incident Table (from EMS Patient Treatment screen)	`ems` `emmain`	`Access/Add/Modify`
EMS Supplemental Narratives	`emsupl`	`Access/Add/Modify`
EMS Patient Treatment (from Patient Insurance Information screen)	`epatient` `empatien`	`Access/Add/Modify`
Patient Insurance Information (the **Ins** button from the EMS Treatment screen)	`insinfo` `emptins`	`Access/Add/Modify`
Units Table	`cdunit`	`Access/Add/Modify/Delete`
Unit Radio Log Table	`radiolog`	`Access/Add/Modify`
Display Unit Radio Log	`radiolst`	`Access/Add/Modify`
Officer Radio Log Table	`rlofficr`	`Access/Add/Modify`
Main Radio Log Table	`rlmain`	`Access/Add/Modify`

Description	Name	Privileges
Assign Officers to Units	`upduo`	`Access/Add/Modify`
Assign Units to Shifts	`updsu`	`Access/Add/Modify`

Giving access to reports

Users who run the EMS Records Management reports need `Access` privileges to some or all of the following reports.

Report	Name
EMS Reports Menu	`emsrep`
EMS Incident Summary Report	`rpemisr`
EMS Incident Summary by Locatn	`rpemtisr`
EMS Incident Address History	`rpemiahr`
EMS Incident Narrative Search	`rpeminsr`
EMS Incident Audit Report	`rpemiar`
Incident Disposition Summary	`rpemidr`
Disposition Change Summary	`rpemidcr`
Disposition Change Statistics	`rpemidcs`
EMS Total Incidents Report	`rpemtir`
EMS Incidents by Day and Hour	`rpemia`
Agencies Inv. Incident Summary	`rptotinc`
EMS Response Time Analysis	`rpemanal`
EMS Assessment Services	`rpemass`
EMS Drug Administered	`rpemdrg`
EMS Supplies Used	`rpemsup`
EMS Treatment Administered	`rpemtrt`
Patient Acct. Balance Rpt.	`rpempabr`
Patient Acct. Audit Summary	`rpempaas`

Report	Name
Patient Acct. Transact. Rpt.	`rpempatr`
Patient Acct. Trans. Totals	`rpempatt`